



ELITE TOP GUARDS

Security | Training

Internal Verification and IQA Policy

This policy applies to the internal verification of the suite of qualifications offered by ELITE TOP GUARDS to ensure that assessment practises meet the requirements of the awarding organisation and the relevant national occupational standards for assessment and verification. ELITE TOP GUARDS delivers the following types of qualifications:

- Work based learning qualification

IQA from the relevant occupational sectors visit one/two occasions per year. The aims of these meetings are to discuss:

- Industry updates and interpretation of standards
- Recognition of prior learning provisional (RPL)
- IQA updates and feedback
- Matters for guidance or clarification, including changes to systems and procedures
- Staff development and training needs as well as update of continuous professional development (CPD) records.
- Monitoring of equal opportunities
- Monitoring of equality and diversity
- Health and safety issues
- The appeals procedure
- Marginal evidence giving cause for concern
- Standardisation
- Observations of Teachings and Learning (OTL) and developments

Training and Supporting Assessors

The Central Manager is responsible for the training and support of new assessors/trainers, or those working towards an approved assessor/trainer qualification. They will induct each new assessor/trainer into all aspects of the assessment process regardless of their experience or qualification. This will include a TNA (Annex 1), ensuring

- Level 3 Award in Education and Training
- Bespoke Training Programmes

Responsibility and Accountability for Quality Assurance

ELITE TOP GUARDS retains the services of Internal Verifiers. It is the responsibility of the Central Manager to ensure that responsible and qualified individuals are responsible for auditing the quality of assessment and training and monitoring of the implementation of the Internal Verification and quality assurance strategies contained within this document. This ensures that the organisation complies with the awarding organisation guidelines.

The Central Manager is responsible for ensuring that assessors and verifiers are managed in accordance with the assessment and verification requirements of each of particular programme as outlines in the IV strategies found at Annex A.

The Central Manager will ensure that internal verifiers for whom they have responsibility do not verify their own assessments, by identifying an alternative verifier from within the organisation to carry out internal verification. The Internal Verifiers are responsible for informing the Central Manager of any potential threat to programme integrity.

The Central Manager will request random samples from each programme being delivered which have been subject to the IQA process. This review of the IQA procedure is designed to standardise the decision making process. Feedback reports will be provided to IQA.

QA Procedures – The Central Manager and IQA are responsible for the liaison with awarding organisation for guidance, centre visits or queries. IQA are to address any concerns to the Central Manager for further action. Notice of meetings with IQA will be given to Assessors/Trainers/IQA for their participation dependant on the programme. A minimum of 40 hours CPD is required annually. Examples of CPD activity are:

- Reading of website information and updates from awarding bodies and sector skills councils
- ELITE TOP GUARDS CPD days – organised centrally
- Employment in the relevant sector
- Attendance at structured learning courses
- Informal learning
- Membership of professional bodies
- Any hours of frontline

This list is not exhaustive and can be added to if you feel the activity you may have completed is relevant to your work as a professional assessor/verifier.

Reflecting on Practise – ELITE TOP GUARDS encourages trainers to reflect on what they do which encourages them to develop the skills of looking at their practise and using their reflections as basis to identify their own development needs. In addition the IV must incorporate this practise into their Observations of Teachings and Learning (OTL) and agree developments.

Monitoring Training – IQA will monitor the assessment decisions made in accordance with the relevant assessment strategy for that programme. They are responsible for observing practises, sampling assessment decisions, quality checks and employer/learner interviews. They will also ensure that all learners are being treated fairly and equally at all times.

Sampling will cover the following areas of assessment practise:

- The initial stage of assessment of the learners programme
- Interim stages throughout the programme

- After assessment of performance against the standards has taken place to ensure consistency in completion

The results of sampling will allow IVs to grade trainers/assessors on their performance as guidance for drawing up the next period sampling plan. A sampling competence of the assessor, before they are allocated to a programme. They will also identify any development areas for further action and monitoring of the assessor.

IVs are responsible for the assessors/trainers once they are working on programmes. IVs must ensure that assessors/trainers are supported and assessment practises are maintained and monitored in addition to meeting approved criteria set by the awarding organisation.

Scheduling Assessor Activity

It is a requirement of the awarding organisation and good practise to plan assessor activity 12 months in advance. This allows assessor development to be managed and to ensure ELITE TOP GUARDS cater for support the identified requirements of the assessors/trainers.

Internal Verifier Time Management

The IV is responsible for QA and management of programme delivery. This means making sure that procedures are in place to allow assessment to be carried out consistently and to a high standard, and that assessors have the necessary skills and support they need. Change is required to move IVs away from just portfolio checking, to the areas of QA that make a difference to overall quality. Programme management is all encompassing and includes the information required to populate a tracking system with up to date information on learner progress.

Continuing Professional Development (CPD) – CPD is at the heart of effective practise in the assessment/training and verification. ELITE TOP GUARDS have a

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responsibility to ensure that all personnel involved in training or assessment conduct a record of their own CPD activities. In conducting CPD, assessors, trainers and IVs will be able to better reflect on their own performance which in turn will enhance the QA processes. CPD activities are the responsibility of the owner and are an integral document for supporting performance appraisals. All personnel involved in the delivery of training programmes must keep an up to date copy of their CPD record.

Standardisation

Meeting-Every 3 Months

These will be headed IQA

Discussion:

- Shared best practices
- Assessment issues
- Review the program of delivery

Observation:

- To Assessor will be observed at least annually.
- IQA Provide feedback to assessor
- Will discuss feedback, strengths, weaknesses and any area of improvement.
- If action Required the Assessor will be supported and re observed